

Showcasing Southwest Virginia Brings Call Evolution To Scott County (September 26, 2005)

Duffield, Virginia

I am pleased to announce the arrival of at least 75 jobs and a capital investment of more than \$1.5 million for Scott County's economy. Today's announcement represents another success for my Showcasing Southwest Virginia program.

Call Evolution Company, operating as a member of the Results Network of Dania Beach, Florida, will establish at the Pioneer Center in Duffield a 72 seat call center for the provision of telephone based customer service. The center will employ 75 to 125 individuals as customer service representatives and administrative staff.

As a formal member of the Results Network, Call Evolution Company will host not only call center seats for its own clients, but also seats for clients furnished by the Results Companies. The agents in the center will handle inbound customer service calls, blended with customer retention and sales calls to existing clients. The jobs will offer competitive wages and a benefits package.

Conversations between my office and Results began in January of this year, at which Time I began discussions with Robert Rapp , President of Results about the potential for the company to locate jobs in the Ninth District. Since that time, Becky Coleman, my Chief of Staff, has hosted numerous visits to Scott and other counties for Results affiliated companies. Today, we celebrate the success of those efforts with the addition of at least 75 jobs to Scott County's economy.

Results, which was founded in 1990, manages more than 2,000 call center seats in a network comprised of more than 30 facilities that are located for the most part in the US, Canada and the UK. Results has Fortune 500 clients in the telecommunications, insurance and financial sectors such as JP Morgan Chase, General Electric, XM Satellite Radio and Aon and is rated among the top ten companies in the teleservice industry in both inbound and outbound calling. And of special interest, we were pleased to observe that Results prefers to operate small call centers in rural low cost areas of the nation. The company's needs and Southwest Virginia's assets are a perfect match.

Today's announcement marks our second success in bringing a Results affiliated company to Southwest Virginia. On May 9th of his year, I was joined by officials from Lee County and from The Results Companies in announcing that KCG Call Centers would open a new center in Pennington Gap. On August 2nd, we cut the ribbon, celebrating the opening of that center, which has already hired 35 individuals and will double that number shortly.

Today we welcome Brad Grubb, the President of a second Results Network Company by the name of Call Evolution. My

office arranged visits for Brad to several of our communities, including Scott County, and after extensive discussions with officials in Scott County, Brad decided to open a call center in the Pioneer Center, Scott County's small business incubator. His decision to locate at the Pioneer Center provides a double benefit. Call Evolution will serve as an anchor tenant of the incubator, not only providing jobs for the citizens of the area at the call center, but also supporting the operating costs of the small business incubator.

It has been a pleasure working with Robert and Brad, and I want to extend a warm welcome to them. Call Evolution represents the second in a series of Results affiliated call centers that will be located in the Ninth Congressional District. As of today we have announced the creation of a total of 300 or more jobs in Lee and Scott Counties through our work with the Results Companies. I look forward to our continued long term partnership as we site a third and even a fourth call center in the Results Network in Southwest Virginia.

This project has been such a team effort that it is difficult to know where to begin to recognize those who have been essential to the success we are announcing today.

The Virginia Tobacco Indemnification and Revitalization Commission has provided assistance to this project in two essential ways. First, the Tobacco Commission played a key role in funding the LENOWISCO Broadband Network, which serves the KCG Call Center in Pennington Gap and will serve Call Evolution in Duffield. This innovative network offers an extraordinary amount of transmission speed, redundancy and service options. Key members of the Virginia Commission, including Secretary Mike Schewel, Senators Philip Puckett and William Wampler, Delegate Terry Kilgore, and citizen members Ronnie Montgomery and Fred Fields have been key supporters of the broadband project. Today we are reaping the benefits of their vision and commitment to economic development.

And second, the Tobacco Commission provided much needed funding for the preparation of the Pioneer Center for Call Evolution. I want especially to express my appreciation to Commission Members Senator William Wampler and Del. Terry Kilgore who have joined us today for their generous support of the funding for the LENOWISCO Broadband Network and for their assistance in providing funding for this project. We will be hearing more from them this morning.

The State of Virginia has played a key role in this effort, as it has in many other Showcasing Southwest Virginia projects, and I want to express my great appreciation to Governor Mark Warner and the Virginia Economic Development Partnership for the work they do in furthering the cause of economic development in Southwest Virginia. I especially want to thank Project Manager Michael MacNeilly for the diligence, expertise, and many hours of hard work he has brought to bear on behalf of Southwest Virginia in general and this project specifically. I also want to express my appreciation to Lea Lofty, Project Manager with Virginia Workforce Services, for her excellent efforts.

Our office always counts on the support, leadership and expertise of the Virginia Coalfield Economic Development Authority, its Executive Director Charles Yates and other fine staff members, in working with our Showcasing Southwest Virginia prospects, and this project has been no exception. VCEDA is an outstanding leader in economic development in our region and an excellent partner in our efforts.

No one has worked harder to make this project become a reality than the Director of the Scott County Economic Development Authority John Kilgore, and I want to thank him for his efforts. I want to commend the Scott County Economic Development Authority and its Chairman Greg Smith, as well as the Scott County Board of Supervisors and Chairman David Redwine for their commitment to economic development and for their diligent work in that arena. I also want to recognize Tim Blankenbecler, Interim Director of the Pioneer Center and thank him for his assistance with this project.

The LENOWISCO Planning District Commission, always a participant in economic development in the region, has played a significant and unusual role in this project in leading the way for planning and construction of the LENOWISCO regional broadband system that will serve Call Evolution. I would note that we are now discussing the prospects for obtaining federal funding to expand further the fiber optic networks in Lee, Scott and Wise Counties, and I hope to have more to say about that investment later this year. I congratulate the leadership of LENOWISCO and Executive Director Ron Flanary for their vision in bringing the infrastructure for the 21st Century to Scott County. And I fully expect that today's announcement is another example of many good things to come from this initiative.

I want to recognize and thank two key individuals whose confidence in our region has made this announcement possible: Robert Rapp, President of the Results Companies, and Brad Grubb, President of Call Evolution Company. We welcome Results and Call Evolution to Scott County and to Southwest Virginia, and we pledge our full and ongoing support to assuring your success in our region.

Becky Coleman , my Chief of Staff, personally administers our Showcasing Southwest Virginia program. She introduced The Results Company to Southwest Virginia in the early months of this year and has since spent numerous days organizing the visits of results affiliated companies, including KCG Call Centers and Call Evolution. She personally traveled with the offices of those companies to a range of Southwest Virginia localities and coordinated the followup work leading to the decisions by both companies to locate in our region. I appreciate her excellent work which has made this success possible.

Hiring will begin in the next few weeks, and Call Evolution hopes to begin operating in the center this fall. Anyone interested in employment at the facility should contact the Virginia Employment Commission at 276 679-9413.